Full Length Research Paper

Study of university library services and its users in the 21st century with special references to professional faculties of the university of Burdwan, West Bengal, India

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Most of the users of University Library are not so aware about the collections of his/her library. Sometimes, it is seen that a student has get to know the availability of particular resources in his/her library after going to another library. To accelerate the library use in the present information society it is the duty of the library professionals to keep up to date its clienteles by providing right information regularly. In this sphere, the present study would like to highlight about the users stand for their library and try to find out the problems faced by them for the library use. Finally, the study would come to conclusion after providing some suggestion on the basis of problems, which are collected from the users in course of collecting data/information.

Key words: Users study, users community, types of users study, library services.

INTRODUCTION

User studies

'User studies' is a difficult area of knowledge to define. It can include conventional surveys of library borrowers and this may be the main form of activity, which comes to mind when the term 'user studies' is mentioned. The term user studies are preferred than library surveys because studies of information needs or information use behavior focus upon a wider range of information sources and channels rather than simply libraries. 'User Studies' comprises the study of people's need for, and use of information. A user study may be defined as a systematic study of information requirements of users in order to facilitate meaningful exchanges between information systems and users (Roy, 2003).

The user community

The user community of university libraries includes the following:

i. Students at different levels of study in different subjects;
ii. Teachers, imparting instructions and guiding students at different levels and in different subjects;
iii. Research students working for M.Phil or Ph.D degrees;
iv. Post-doctoral research scholars working on specific projects;
v. Professors and experts guiding research projects and managing research activities of the university;
vi. Members of the various academic and executive bodies of the university;
vi. The university management involved in its major task of managing of a large scale institution of higher learning and research;
vii. Scholars in general, who get special privileges of using the university library; and
viii. Others

Thus, it can be seen that the university libraries have a big responsibility and a very important role to play not

only in shaping students for higher learning and research, but also in providing a variety of services to meet other demands.

The University Library provides facilities and services to its faculty, students, staff, and other scholar's members, research scholars, students, officers, and information users of the University as well as outside scholars.

Types of user studies

A study of the user is not a one directional process. It can be approached from different angles. There are different categories of user studies put forth by different people. Line defines one type of user study – the survey as, "a systematic collection of data concerning a library, its activities, operations, staff use and users, at a given time." A survey gives an overview, a map rather than a detailed plan and it may be motivated by the need to improve, to provide information, to bring complex situation under control, or to satisfy curiosity. Put more simply, it is a type of 'research study, which involves collection of information by the researcher from a sample of individuals using questionnaires or interviews.'

The category put forth by Wilson – Davis is as follows:

Library oriented studies: This involves the investigation of how individual libraries or information centers are used.

User oriented studies: This studies how a particular user group obtains the information needed for the conduct of its work (Das, 2009).

The reasons for conducting various user studies are:
(a) Identifying the actual strength and weakness of library resources and services.
(b) Identifying the levels and kinds of users' need.
(v) Identifying faculty and student priorities for library resources and services.
(d) Identifying the limitation or problems, which seem to discourage the use of the library.
(e) Identifying the level of involvement or participation of faculty and students in the library programme, and
(f) Improving the organization and planning for library services at both the local and national levels (Patsa, 1997).

Objectives

In view of the aforementioned studies, the present study was conducted with the following objectives:

(a) To identify the problems associated with the library faced by the users of the different professional departments of the University.

(b) To identify the infra-structural deficiency including E-infrastructure and suggest some plan to overcome this.
(c) To identify the information awareness including E-environment of the students and their interest for the same.
(d) To identity the user need regarding collection development and suggest way for satisfying the same.
(e) To convey a message about the present condition of the Library to the appropriate authority, So that they can able to take needful actions (Das, 2009).

METHODOLOGIES OF THE STUDY

The study conducted by distributing 180 questionnaires consisting of teachers-30, scholars – 12, and students – 138. Out of the 180 distributed questionnaire response received from 142 respondents in total, out of which 19 teachers, 9 scholars and 114 students. Therefore, it may be state that study based on the data from 76.67% of the target respondents. It may be noted here that, study would tried to covered all most all of the professional faculties teaches in the Burdwan University. Study is also not limited the data collected through questionnaire rather the study would like to highlight on the opinion / comments of the respondents which were noted in course of direct interview.

The following are the existing professional faculty of the University of Burdwan, which I have taken into consideration for completing this work. A display of the photograph these faculties are also enclosing herewith.

i. Department of Mass-communication.
ii. Department of Business Administration (MBA).
iii. Department of Business Administration (MTA).
iv. Department of Business Administration (HRA).
v. Department of LAW.
vi. Department of Library and Information Science.
vii. Department of Biotechnology.
viii. Department of MCA.
ix. Department of Environmental Science (Silver Jubilee Souvenir 1985).

Services offered by the Burdwan university library

The services rendered by Burdwan university were as follows:

i. Lending Service to its registered users
ii. Reading Room Service
iii. Periodical Service
iv. Reference Service
v. Thesis Service
vi. Report Service
vii. Study Service
viii. Archival Service
ix. Services from Special collection (The Library has a special collection which includes: Very old rare manuscripts, Burdwan Maharaj Collection, Sri Aurobindo Collection, K. C. Chatterjee Collection, N. C. Chatterjee Collection ON LAW, etc.) (De and Midda, 2006).

Library computerization

Libraries are computerized to promote and establish communi-cation facilities, in order to improve capability in information transfer and access, which support scholarship, learning , research and

Table 1. Frequency of Central Library Visit, categorically.

Users	Frequency					
	Daily	Twice in a Week	Weekly	Fortnightly	Monthly	More than one month
Students	23	17	27	12	29	06
Teachers	04	04	03	03	02	03
Scholars	01	02	02	02	01	01
Total	28	23	32	17	32	10
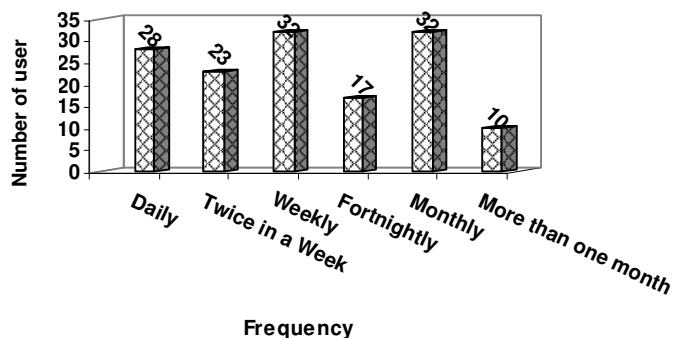
Figure 1. Shows the frequency of Library visit by the users.

Table 2. Frequency of Seminar Library Visit.

Users	Frequency					
	Daily	Twice in a Week	Weekly	Fortnightly	Monthly	More than one month
Students	49	28	16	12	06	03
Teachers	05	05	03	02	02	02
Scholars	02	02	01	02	01	01
Total	56	35	20	16	09	06

academic pursuits, through cooperation and involvement of the agencies concerned. INFLIBNET (Ahmedabad) is an autonomous inter-university centre of the University Grants Commission sanctioned money for Automation of BU Library during the year 1997, The Central Library at present possesses 20 computers and other peripherals, printers, U.P.S, etc. Computers are being used for house keeping jobs such as creation of Book data bases of library holdings in machine readable form rendering Computerized Library Services such as Online Searching of Full-Text Journals, CD-ROM /DVD ROM (that is, Biological Abstract) database search, Websites through INTERNET search, etc to the reading Community of University as well as neighbouring Institutions. The library has already obtained UGC-INFINET membership for which this library is entitled to offer its users more that 4500 e-journals for the acceleration of their Research and development activities. (http://www.buruniv.ac.in).

Data Presentation and analysis

From Table 1 and Figure 1, it is seen that the habit of using library by the users in general is evenly distributed, but the frequency of daily and weekly visit is to be increased more.

From the Table 2 and Figure 2 it is seen that seminar library use habit of the users in general is evenly distributed. The frequency of daily and weekly visit of the users in the seminar library is yet to be satisfied. Some of the respondents of Library and Information Science opined that they don't' have any Seminar Library in their Department.

From Table 3 and Figure 3 it is revealed that 11% of the respondents opined that the library collection is not so adequate while the opinion of the 21% is 'moderate'. On the other hand a good number 59 of the total respondents opined that the collection is 'good'.

From Table 4 and Figure 4, it is revealed that 61% of the respondents opined that the e-resource collection of the library is not so adequate while the opinion of the 26% is 'moderate'. On the other hand a few number (3) of the total respondents opined that the collection is 'excellent'.

From Table 5 and Figure 4, it is seen that the scope of browsing e-resource is not so adequate to a large number of users in the Central Library, while the same is moderate is 60 numbers of users. Here, scope means availability of number of computers, status of the computers, strength of the Bandwidth, facilities for printing and downloading, Fee structure relating to printing and downloading and guide for accessing e-resources etc.

From Table 6 and Figure 5, it is seen that the scope of browsing of e-resource in the Computer Center is moderate, as well as
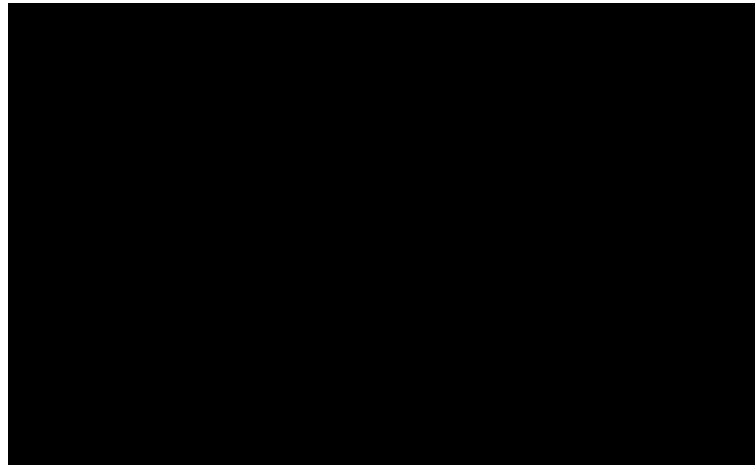
Figure 2. Shows the frequency of Seminar Library visit by the users.

Table 3. Users opinion about the library collection in general.

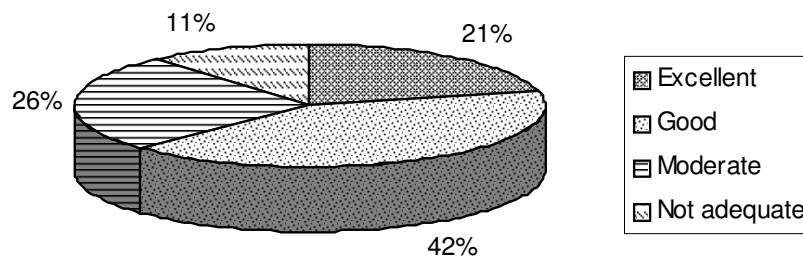| Users	Excellent	Good	Moderate	Not adequate
Students	18	54	31	11
Teachers	07	03	05	04
Scholars	05	02	01	01
Total	30	59	37	16

Figure 3. Users opinion for Library collection in general.

Table 4. Users opinion about the library E-resource collection.

Users	Excellent	Good	Moderate	Not adequate
Students	03	11	32	68
Teachers	00	04	03	12
Scholars	00	01	02	06
Total	03	16	37	86

satisfactorily good to all kinds of users. Here, scope means remains same as on the above.

In Table 7, the status of the Users learning programme is not so Satisfactory. A large number of the users (59 out of 142) opined about the inadequacy of the formal users learning. As an extension service, this university library is that they are trying to offer some guide for the better accessing of the library resources in the 'Annual Sanhati Programme' organized by the Student Union.

From Table 8 and Figure 5, it is revealed that most of the respondents (60 out of 142) opined as 'good' and a large number (39 out of 142) opined as ,excellent' relating to cooperation received from the library staff.
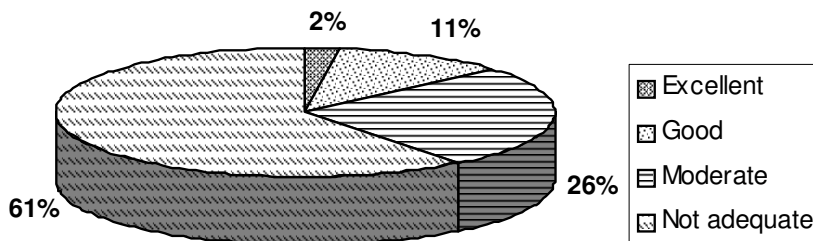
Figure 4. Users' opinion for E-resource collection.

Table 5. Users opinion about the scope of browsing E-resource in the central library.

Users	Excellent	Good	Moderate	Not adequate
Students	10	16	56	32
Teachers	04	05	03	07
Scholars	01	04	01	03
Total	15	25	60	42

Table 6. Users opinion about the scope of browsing E-resource in the computer center.

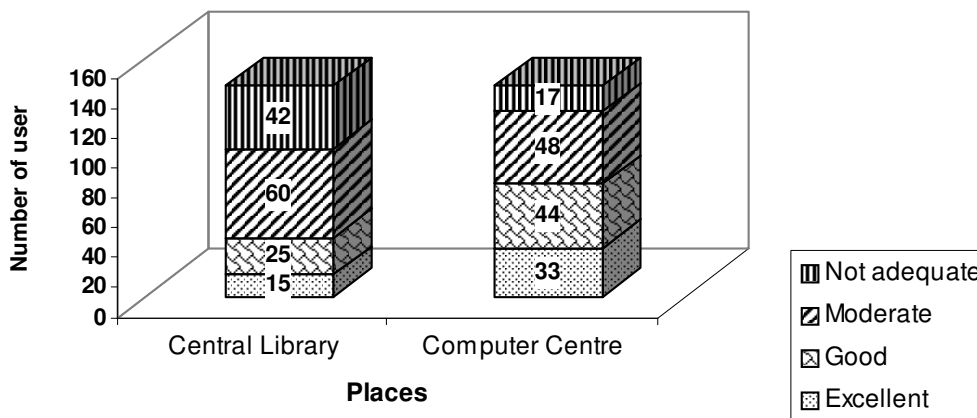| Users	Excellent	Good	Moderate	Not adequate
Students	22	33	45	14
Teachers	08	07	02	02
Scholars	03	04	01	01
Total	33	44	48	17

Figure 5. Shows users opinion for scope of browsing of e-resource.

From Table 9, it is seen that, 57 number of respondents out of 142 opined as 'good' satisfaction level for the library services they received. 18 of the total respondents opined that the library services are not so adequate. From Table 10, it is revealed that, 49 respondents out of 42 has opined that the overall status of the e-resource browse unit as 'not adequate', while a few (26 and 39) of them opined the same fact as 'excellent' and 'good', respectively.

From Figure 6 and Table 11, it is revealed that, though the speed and servicing of campus network is good enough still the lack of the ICT status users' community has failed to achieve the benefit from

Table 7. Users opinion about the formal learning programme organized by the Library for accessing library resources.

Users	Excellent	Good	Moderate	Not adequate
Students	12	17	37	48
Teachers	00	05	06	08
Scholars	01	02	04	02
Total	13	24	47	58

Table 8. Users opinion about the informal cooperation received from the library staff.

Users	Excellent	Good	Moderate	Not adequate
Students	32	48	22	12
Teachers	04	08	04	03
Scholars	03	04	01	01
Total	39	60	27	16

Table 9. Users opinion for the level of satisfaction about the library services.

Users	Excellent	Good	Moderate	Not adequate
Students	29	47	25	13
Teachers	04	07	05	03
Scholars	02	03	02	02
Total	35	57	32	18

Table 10. Users opinion for the over all status of the E-resource browse unit.

Users	Excellent	Good	Moderate	Not adequate
Students	21	32	20	41
Teachers	03	04	06	06
Scholars	02	03	02	02
Total	26	39	28	49

the same.

FINDINGS

The following findings result from the analysis of the study:

i. Users are not so aware about the library collections.
ii. Library has not yet started the acquisition of E-books.
iii. There is a time gap in between the book purchase and make it available for the users lending as well as available at the Seminar Library.
iv. Users are suffering from the ways of how to access library resources both of print and electronic media.
v. Library working hour is coinciding with their class hour, not only that, library service hour is also not enough to the user's community.

vi. Infrastructure of Information and Communication Technology (ICT) is not so sufficient as per their requirement.
vii. There is no adequate users' dedicated e-resource browse unit in the Central Library. While, there is no little bit of ICT provision in the Seminar library for the users even the same is not available for the students at the departments.
viii. There is no provision of providing printing services in the library for the users. As result of which they do not achieve the actual benefit e-journals from the UGC Infonet.

Suggestion

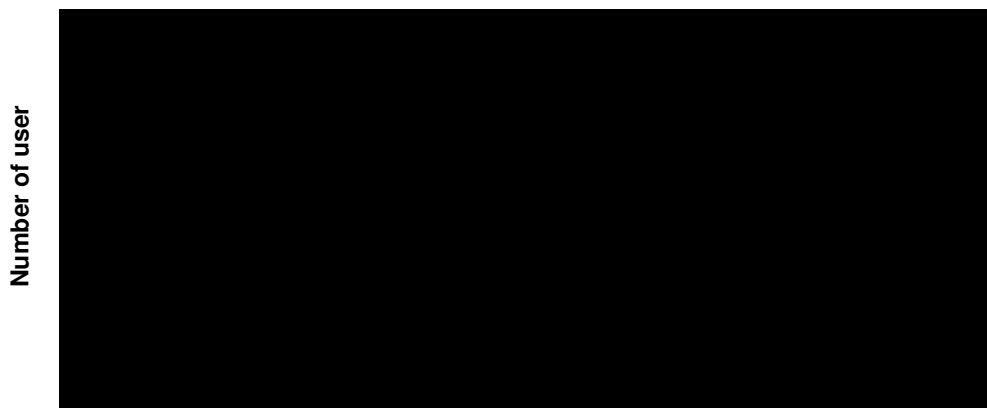i. For the print collection users requisition should be taken into due consideration.

Figure 6. Opinion for ICT status and speed/servicing of campus network.

Table 11. Users opinion for the speed / servicing of campus network.

Users	Excellent	Good	Moderate	Not adequate
Students	31	22	25	36
Teachers	03	04	06	06
Scholars	02	03	02	02
Total	36	29	33	44

ii. For the E-book acquisition proper communication is to be done with the appropriate authority. To establish the need of e-resource collection campus wide user's survey is to be conducted.

iii. Proper initiation is to be adopted to minimize the processing time, so that users may use the new collection quickly and rightly.

iv. Existing ICT infrastructure is to be enhanced as per the users requirement to boot up the e-resource culture and accelerated the e-resource use habit.

v. ICT infrastructure is to be extended at the Seminar Library and Departments as the case may be.

vi. A minimum fee based printing services is to be introduced without delayed.

vii. Photocopy service is also to be extended.

viii. In addition with the part of the library activities, as most of the university libraries are in the transition zone (from manual to automatic) so it is an inevitable part of the library to offer systematic Users Learning/Education/ Training programme for it clienteles. Hence, necessary action is to be introduced for the same immediately.

ix. Scanning facility is to be providing for the Faculties and scholars, primarily.

x. Proper coordination is to be maintained among the library, Computer Center and Departments so that, proper Campus Network service is to be run smoothly.

x. It should be taken in to consideration with priority basis that, if possible

a) Library service hour may be extended in compare with the existing library service hour.

b) Number of book lending for the student users may be increased.

xi. Faculty members are to be more active to motivate the students / scholars for using library effectively and efficiently for their academic purpose. Moreover, users community as a whole should be more conscious for using the available resources of their library, instead of loitering for accessing other library resources.

Conclusion

From the study conducted, it is very much transparent that, with the minimum ICT infrastructure the Library of the Burdwan University is always trying to develop the Library services. But, due to the ever-growing demand of the users and increasing number of users and faculties even extension of the Evening shift creates lots of problems. Because, there is no additional infrastructure (Building, Collection, Staff, ICT, etc.) for the purpose. As a result, the library has fails to satisfy the expectation of its clienteles. Last but not least, it may be state that, if some infrastructure is increased without delayed then this library will surely bring it in a high degree of success so that users' shall be benefited as per their requirement.

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